

The Office of the Family and Children's Ombudsman

Any individual may take a complaint to the Office of the Family and Children's Ombudsman. This agency is separate from DSHS and has authority to investigate any concern about actions of the Children's Administration. 1-800-571-7321

DLR/CPS Offices Statewide

Region 1 DLR/CPS

1313 N. Atlantic
Suite 2000
Spokane, WA 99201
(509) 363-3418

(Adams, Asotin, Chelan, Douglas, Ferry, Garfield, Grant, Lincoln, Pend Oreille, Stevens, Spokane, Whitman counties)

Region 2 DLR/CPS

1002 N. 16th Avenue
Yakima, WA 98909
(509) 225-7935

(Benton, Columbia, Franklin, Kittitas, Klickitat, Walla Walla, Yakima counties)

Region 3 DLR/CPS

840 N. Broadway
Building B, Suite 540
Everett, WA 98201
(425) 339-2972

(Island, San Juan, Skagit, Snohomish, Whatcom counties)

Region 4 DLR/CPS

4045 Delridge Way SW
Suite 201
Seattle, WA 98106
(206) 923-4963

(Auburn, Bellevue, Bothell, Burien, Kent, Kirkland, North King County, Renton, Seattle, and vicinity)

Region 5 DLR/CPS

1949 S. State Street
Tacoma, WA 98405
(253) 983-6132

(Kitsap, Pierce counties)

Region 6 DLR/CPS

6860 Capitol Blvd.
Building 2
Olympia, WA 98501
(360) 725-6656

(Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Wahkiakum, counties)

Who do I call if I have further concerns?

DLR Area Administrator (see number above)

Children's Administrator Constituent Relations 1-800-723-4831

Office of the Family & Children's Ombudsman 1-800-571-7321

Division of Licensed Resources (DLR) CPS Investigations In State-Regulated Care

What happens during a Child Protective Services Investigation?



CA Children's Administration

DSHS 22-452 (Rev. 5/06)

DLR/CPS Investigative Process

This brochure explains what happens when a report of Child Abuse or Neglect is received regarding a person who is licensed or certified by the state of Washington to care for children. This would include foster parents, group care providers, child care centers, family child care homes and/or staff working at these facilities.

Allegations

Any individual who has reason to believe that a child may have been abused or neglected may contact Children's Administration Intake and make a report of Child Abuse/Neglect.

What happens next?

All reports received by Children's Administration Intake are entered into a computer system for tracking purposes.

Depending on the nature of the report, the allegations will either be investigated by a DLR/CPS investigator or a licensor.

What determines whether an allegation will be investigated by DLR/CPS or Licensing?

If the report contains an allegation of Child Abuse, negligent, or maltreatment, as defined by law (RCW 26.44) and/or the report contains information that suggests a child may be in *danger of imminent harm*, then DLR/CPS staff will conduct an investigation.

If information in the report does not allege that a child has been Abused or Neglected, but does allege a violation of the minimum licensing requirements, then the report is given to the licensor to investigate the reported licensing concerns.

DLR/CPS commonly investigates allegations of:

Physical Abuse	Sexual Abuse
Negligent Treatment	Exploitation
Maltreatment	Medical Neglect
Supervision related Neglect	Death of a child

Licensing Staff commonly investigates allegations of:

Overcapacity	Health and Sanitation
Inadequate Program	Inadequate Nutrition
Nurture and Care	Discipline
Staffing Levels	Age Groupings
Group Size	Unlicensed Care
Substance Abuse	Reports/Record Keeping

What happens when DLR/CPS investigates allegations of Child Abuse or Neglect?

The investigator will:

- Notify you of the allegations as early as possible without jeopardizing the investigation and get your side of the story.
- Conduct a thorough and unbiased investigation of the facts including interviews with alleged victims, witnesses and others with relevant information.
- Consult with experts in the field of child abuse to determine the validity of the allegation.
- Treat you with respect regardless of the allegation.
- Visit your facility and review any files and policies that you may have established.
- Determine whether or not the alleged incident occurred as described and is considered to be Abuse or Neglect of a child according to state law (RCW 26.44).
- Complete the investigation in a timely manner. (DLR/CPS investigators make every effort to complete investigations as quickly as possible, but occasionally circumstances exist that can delay completion of the investigation. If you are concerned about the length of time of the investigation, please contact the DLR/CPS supervisor in your area.)
- Provide you with written notification of the outcome of the investigation when it is complete.

What rights do I have when I'm investigated by DLR/CPS?

At the completion of the Child Abuse or Neglect investigation, DLR/CPS staff will notify you of the outcome in writing.

If DLR/CPS staff determine that the evidence supports that you Abused or Neglected a child in your care, you are entitled to a departmental review of the outcome. If the reviewer agrees with the outcome of the investigation, you are then entitled to an Administrative Law Hearing to dispute the outcome in a legal setting.

If DLR/CPS staff determine that you did not Abuse or Neglect a child in your care, but you are unsatisfied with the process, you may submit a written response to the allegations. This response letter will be kept in the licensing record for future reference.

It is important that you understand that even if DLR/CPS staff determine that you did not Abuse or Neglect a child in your care, it may be necessary for your licensor to continue working with you around licensing violations that may have become apparent during the investigation. If serious violations were found to have occurred, it may be necessary for your licensor to take action against your license.

What rights do I have if I disagree with how the investigation was handled?

DLR/CPS staff are committed to assuring that all persons dealing with the agency are treated fairly and with respect.

If you have a concern or complaint about the way that your case has been handled, you should first express your concern to the assigned investigator. If you continue to feel that the issue is unresolved you may contact the investigator's supervisor directly or the DLR Area Administrator. If the problem is still not solved, you may contact the Office of Constituent Relations (1-800-723-4831) for assistance in the matter.

*State operated and/or state certified facilities are not licensed and concerns are forwarded to the Program Administrator.